Leasehold Charter Consultation Results

Contents

Commonplace Survey Results 3
Contribution Summary 3
Questions 1-3 (Qualifying Questions) 4
Questions 4-5 (Sentiment towards the existing service) 5
Questions 6-9 (Assessment of Pledges) 8
Question 10 (Final Comments) 11
Drop in sessions and other feedback 12
Amendments to be made? 13

Commonplace Survey Results

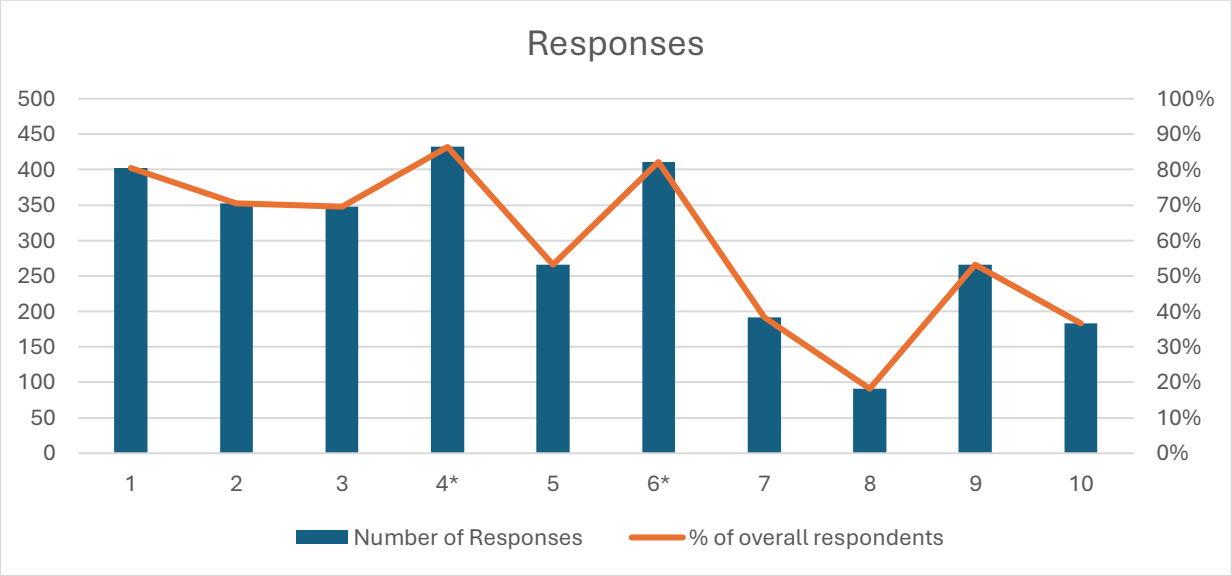
Below I have summarized the results from the leasehold charter commonplace survey. I have separated the results into different sections, and I have provided an overview on the contribution for each question.

Contribution Summary

Overall, we received 523 responses on our commonplace survey. This represents 5.62% of our total leasehold stock (8896). However, it represents 10.2% of our resident leasehold stock (4890).

Below is a summary of the responses for each question. The questions marked with '*' represent an average number of responses as those questions have multiple parts to respond to.

Question	1	2	3	4*	5	6*	7	8	9	10
Number of Responses	402	352	348	432	266	411	192	91	266	183
% of Overall Respondents	80%	70%	70%	86%	53%	82%	38%	18%	53%	37%



Questions 1-3 (Qualifying Questions)

The responses to questions 1, 2 & 3 can be seen below. These were generic questions to an understanding of whether the responded was a resident leaseholder in Westminster and whether they had read the draft leasehold charter.

Question 1 - Are you a Westminster City Council Leaseholder

Total Responses: 402/500 (80.4%)

Answer	Number of Responses
I am a Westminster Council leaseholder	386
I am a private tenant in Westminster Council leasehold property	15
No, neither of the above	1

Question 2 - Is your Westminster property your primary residence?

Total Responses: 352/500 (70.4%)

Answer	Number of Responses
No	95
Yes	257

Question 3 - Have you read the draft Leaseholder Charter Policy?

Total Responses: 348/500 (69.6%)

Answer	Number of Responses
No, I haven't	87
Yes, all of it	188
Yes, some of it	73

Summary:

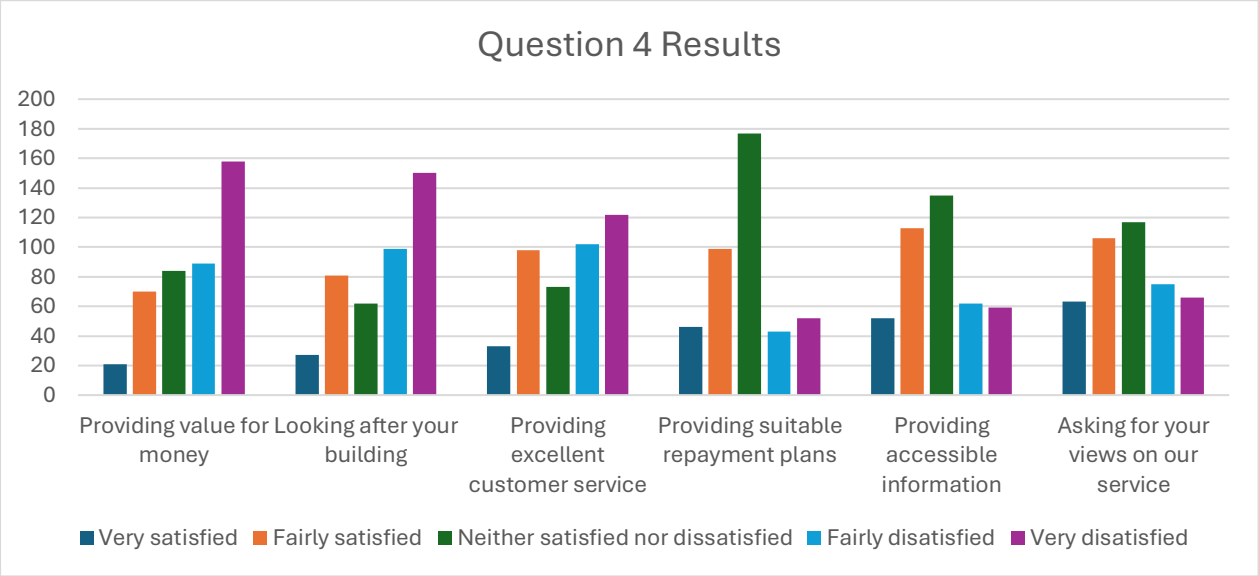
77% of respondents to this survey were Westminster City Council leaseholders and 51% of respondents have their Westminster property as their primary residence. Only 52% of respondents had read all or some of the Leasehold Charter.

Questions 4-5 (Sentiment towards the existing service)

The responses to questions 4 & 5 can be seen below. These were questions aimed at the current service that is provided to Leaseholders.

Question 4 - Thinking about the 6 key pledges, how satisfied are you with Westminster City Council's current performance against each pledge?

Average Responses: 432/500 (86.5%)



Question 5 - Do you have any suggestions on how this service could be improved?

Total Responses 266/500 (53.2%)

Below is a Wordcloud of the written responses to this question



We have also separated the responses into key themes which I have listed below:

Theme	Responses
Building Upkeep	76
Staff training	35
MW Contracts	33
Response times	27
Tender process/contract management	26
Service Charges	26
ASB	11
Lease enforcement	10
Feedback on completed repairs	8
Estate Visits	7
Direct contact	7
Alterations	5
Measurement	5
Note keeping	4
Online portal	3
Estate upkeep	2
Complaints	2
Learning from mistakes	1
Fire Risk Assessments	1
Repairs for vulnerable lessees	1
Resident engagement	1
More detail	1

Summary:

In terms of our existing service against our 6 key pledges, the results vary. For providing value for money, looking after your building, and providing excellent customer service we received mostly negative feedback with 'very dissatisfied' being the most frequent response towards all 3 of these pledges.

For providing suitable payment plans, providing accessible information and asking for your views on our service we received more positive feedback, with 'neither satisfied or dissatisfied' being the most frequent response for all 3 pledges, but the more positive feedback responses being selected in these three as opposed to the previous 3 pledges.

The suggestions for improvements to our service mainly centred around building upkeep and repairs, with a lot of negative feedback provided to this service area. This also ties in with major works, our tender process and our contract management, which were all a common theme in which residents have expressed dissatisfaction for. The residents were dissatisfied at the quality of works carried out by our contractors and believe that we should manage our contracts and enforce penalties more frequently. Residents would also like more involvement in the tender process and would like our contract terms to be shorter than 10 years.

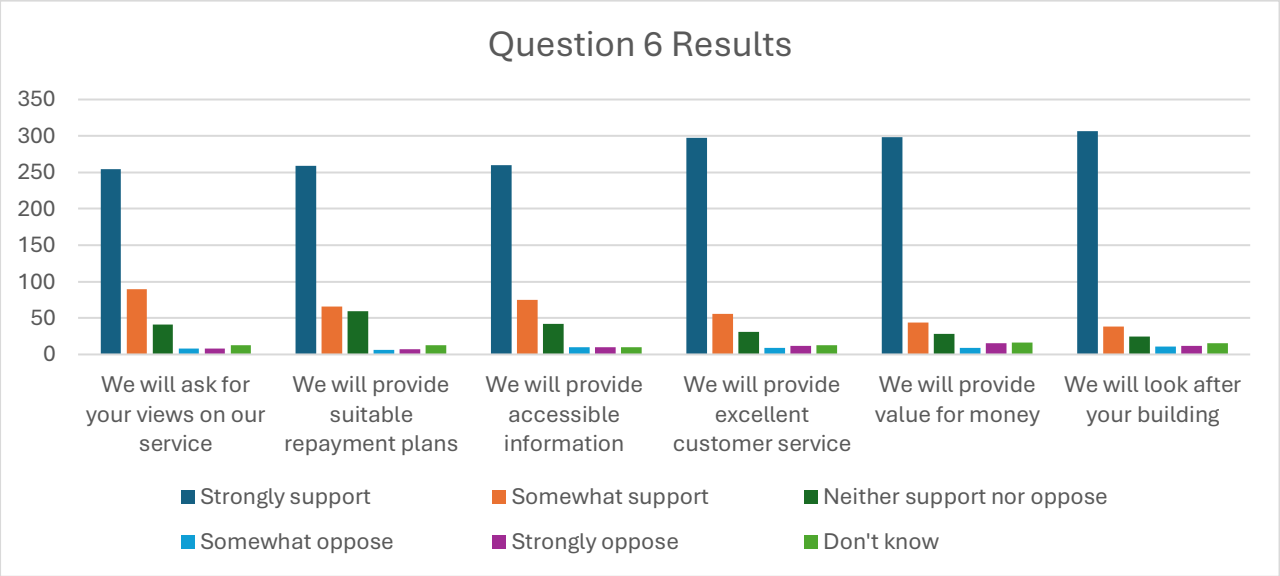
There was also much feedback aimed towards staff training, with some residents believing that our staff were undertrained to deal with their housing issues, and that they have seen high levels of staff turnover in recent years.

Response times was also a frequent theme in feedback with residents stating that they do not receive responses within the SLA and often must chase through various channels just to get a response.

Questions 6-9 (Assessment of Pledges)

Question 6 - Thinking about the six key pledges outlined above... to what extent do you support the inclusion of these pledges within the Leasehold Charter?

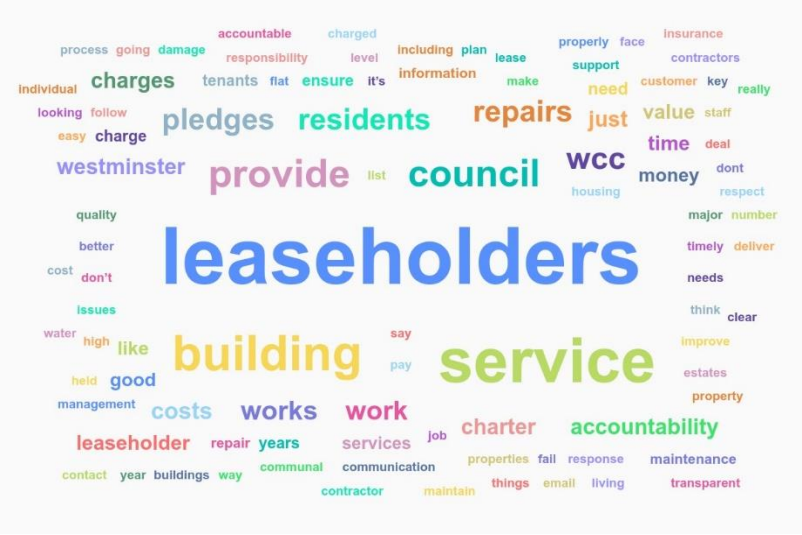
Average Responses: 411/500 (82.2%)



Question 7 - Is there anything that you believe should be added to this list?

Total Responses 192/500 (38%)

Below is a Wordcloud of the written responses to this question and a summary of the key themes mentioned in the responses.



Theme	Responses
Repairs	14
Measurement	11
Timeliness	11
Transparency	9
Consultation	8
Accountability	8
Security	5
Communication	3
Staff	3
Lease enforcement	2
Community	2
Contracts	1
Feedback	1
Penalties	1
Alterations	1
Clean blocks	1
Energy	1
Service improvement	1

Question 8 - Is there anything that you believe should be removed to this list?

Total Responses 91/500 (18%)

Below is a Wordcloud of the written responses to this question and a summary of the key themes mentioned in the responses.

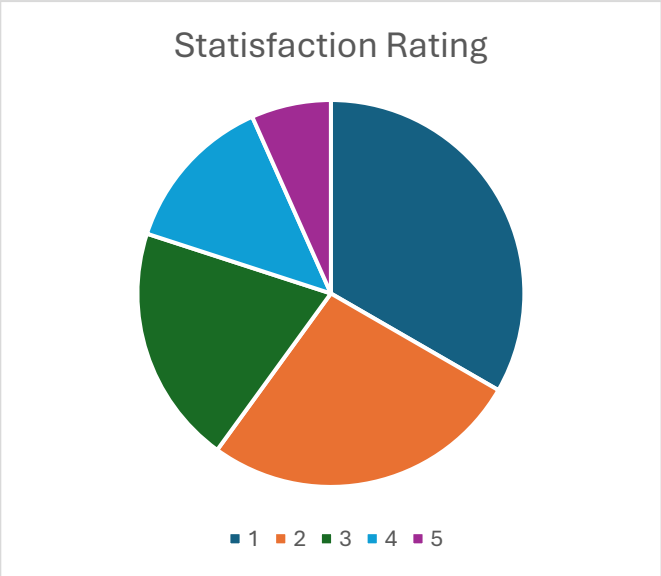


Theme	Responses
All of them	3

Accessible Information	2
Payment plans	2
Measurable	2
Look after your building	2
We will ask your views	2
Value for Money	1
Customer	1
Excellent	1

Question 9 - Overall, how satisfied are you with the Leasehold Charter? (1-5 scale from 'not at all satisfied' to 'very satisfied')

Total Responses 266/500 (53.2%)



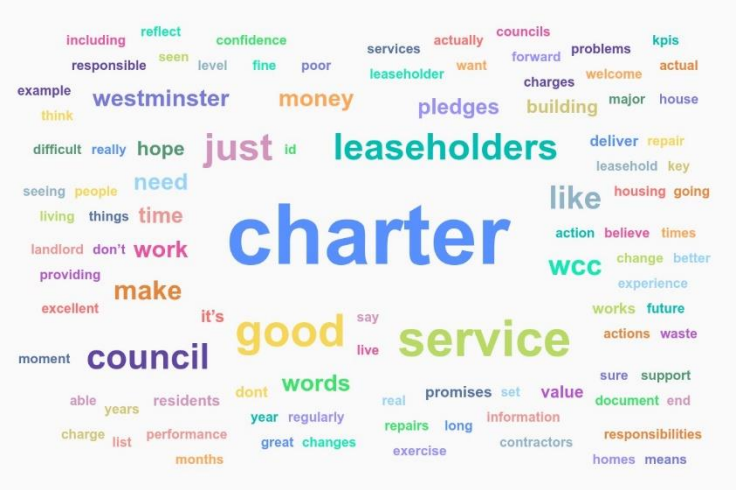
Answer	Number of Responses
5 (very satisfied)	51
4	89
3	108
2	41
1 (not at all satisfied)	38

Question 10 (Final Comments)

Question 10 - Do you have any final comments on the Leasehold Charter?

Below is a Wordcloud of the written responses to this question and a summary of the key themes mentioned in the responses.

Theme	Respons
Charter	
Delivery	
Short-letting	
More detail	
Timeliness	
Lessees help with repairs	



Summary:

Many of the responses to question 10 were aimed at dissatisfaction towards the service rather than at the charter directly. However, from the relevant responses, the main two themes were around making the charter measurable and clearly stating how we are going to monitor and report against this, and about adding more detail to the charter.

Drop-in sessions and other feedback

Along with our Commonplace survey, we also held three drop-in sessions around the borough and received feedback from residents via email and at resident's meetings.

35 Residents attended the drop-in sessions. However, most residents did not want to discuss the charter and raised issues in relation to other matters. The general feedback on the charter from residents was positive and they agreed with the 6 key pledges.

The main feedback on the charter from residents at the drop-in session was that they wanted to know how they could use the charter to hold us to account and whether the charter would be measured against periodically to see how the council are performing.

The below is a list of specific feedback from the drop-in sessions

No. Of Attendees	**Feedback**
Warwick Hall	
	Clarity on what the consequences are if we do not follow the charter?
Lillington Gardens Hall	
	Including internal repairs for leaseholders as part of our repairs service should be included on looking after your building.
	Charter to clarify 10 working days is not standard.
	Charter to directly reference short-letting.
Churchill Gardens RA	
RA	Charter to mention alterations and short-letting directly.
RA	Neighbour spelt incorrectly on the Charter
Greenside	
	Clarify the charter is about Leasehold Operations or all of Housing. How will other teams be held to account?

Summarise E-mails

Amendments to be made

From the prominent level of support, we received for our 6 key pledges in question 6, and the small number of responses (18% of the overall) that we received to question 8, there should be additional pledges, or removal of the existing ones.

Question 7 (is there anything that you think should be added) received a higher number of responses and the main themes centred around repairs, making the pledges measurable and an assurance of timelier responses. This was further supported by the responses to question 10 in which the main theme of responses was around making the charter measurable and adding more detail.

Below are some proposed changes to the charter to provide further detail and based on some of the specific feedback that we received:

<u>Providing excellent customer service</u>

- Spelling of neighbour to be corrected
- listen to you in a respectful way and always start from a place of putting ourselves in your shoes could be changed to "listen to you in a respectful way and ensure that we are empathetic"
- When you contact us, we will let you know our service level agreement and respond within this time
- We will endeavour to continually improve the service that we offer our leaseholders

<u>Asking for your views on our service</u>

- Change "go wrong" to "if things go wrong, we will investigate and learn from our mistakes to make sure they are not repeated"

<u>Accessible information</u>

- Ensure the information on our website, notice boards, handbook and booklets is up to date

<u>Looking after your building</u>

- Act on any reports of short-letting, unauthorised works, or nuisance in your block
- Offer informal engagement opportunities for you to have your say on large scale major works contracts, before the Section 20 consultation process. This could include resident meetings, drop-ins and online surveys
- We will consult with you before entering into any long-term agreements
- Make it easy for you to report repairs to us

<u>Repayment plans</u>

- Review our payment plans annually

<u>Value for money</u> (Change this to be 'transparency on costs)

- Interrogate what we are charging you for and provide a key lessee scheme for our lessees to examine costs before they are invoiced

- Benchmark our costs with other local authorities
- We will publish our Housing Compensation policy.
- include details on how to challenge your service charges on your invoices

Other

- QR code to be activated - 2nd last one deactivated
- A page to be added on how the charter will be reported against and measured?

Ideas for measurement and reporting on the charter?

Could this be included within the tenant surveys/reports?

Bi-annual consultation (Poll) against the pledges and our performance? Publish the results publicly

Produce our own report based on our performance against the charter?

How this will be reported? (we can add a separate page on how we will report against this charter)

Customer service:

- Report SLA %
- Responses to smileys
- Leaseholder satisfaction rating

Asking for your views

- Publish consultation results and how we have used feedback
- RA meetings attended
- Conference review
- Training sessions held

Accessible information

- Consultation for views on this?
- Amendments made to bills
- Website changes made

Looking after your building

- Repairs carried out?
- Repairs satisfaction rating?
- PPM and estate visits carried out?

Providing payment plans

- Annual review our payment plans
- Number of residents on a payment plan?

Providing value for money

- Annual management fee review
- Key lessee scheme growth
- Items removed on key lessee breakdown
- Actuals v estimates results